

allure	Resident Complaints Policy	Page 1 of 2
		AWPP016
Adopted: 11/10/15		Version: 1.0

The policies set forth herein are directives adopted by the Allure Waikiki AOUO Board of Directors to be carried out accordingly by the Allure Front Desk Ambassadors and the Management Office. If you have any suggestions on how to improve a policy or procedure, please put them in writing and they will be reviewed by the Board. Unless and until the Board votes to revise them, you must comply with current policies and procedures, otherwise notifications and/or fines may be issued to your Unit. The purpose of this policy is to establish a uniform set of guidelines and procedures which will be used by the Management Office and Front Desk Ambassadors to decrease the likelihood of issues and to promote the safety and security of all Employees and Residents since our resources are limited. The rules and regulations set forth in this policy supersede and replace all rules and regulations set forth previously.

## General Complaints:

All complaints must be submitted in writing to Management or Front Desk. Emails may be sent to [frontdesk@allurewaikiki.org](mailto:frontdesk@allurewaikiki.org) or [beth@allurewaikiki.org](mailto:beth@allurewaikiki.org).

All reports should include AT LEAST:

- How long has this been happening?
- How frequently does this happen?
- What time does this generally happen?
- What is the duration that this happens?
- Any or all evidence you have to support your claim, such as pictures, videos, or witness statements.

You may also attend a Board Meeting and discuss your concerns directly with the Board of Directors, or submit a letter to the Board via Management.

## Nuisances:

Nuisances are an unfortunate byproduct of living in close quarters with others. Some examples include strong smelling food being cooked in a neighboring Unit or a piano being played in a Unit above. These activities, although in compliance with the House Rules, may interfere with your quiet enjoyment of your Unit.

The Board of Directors has the authority to determine whether any act or behavior actually constitutes a nuisance in violation of the building documents. The Board is put in the position of balancing competing interests, and determining whether the use is reasonable versus whether the use creates an actual, material, physical discomfort to a person of average sensibilities.

## Noise:

Our building is constructed using post-tension cables. Unfortunately, noise is easily carried across these cables and between Units. The underlayment beneath the flooring in each Unit is above construction standards to combat such noise transmission; however noise will inevitably be heard between Units.

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Quiet Hours are 10 PM – 8 AM. During this time, all Residents should refrain from making noise that can be heard outside of their Unit. Should you experience another Resident violating the Quiet Hours rule, inform the Front Desk right away. The Ambassador will contact the Resident ONLY after personally witnessing the noise from the corridors.

Should the noise continue, contact HPD and file a formal noise complaint. **An Ambassador can NOT contact the police on your behalf.** (The police do not typically disclose the identity of the person making the complaint.)

During regular hours, reasonable noise is expected and acceptable.

**Barking Dog:**

It is not against the law for a dog to bark continuously for less than 10 minutes, or intermittently for up to 30 minutes. If a neighbor’s dog is in violation of this noise nuisance law, inform the Front Desk right away.

If the report is received during regular hours, the Ambassador will contact the dog’s owner and inform them of the complaint.

During Quiet Hours (10 PM to 8 AM), the Ambassador will contact the dog’s owner ONLY after personally witnessing the dog barking for more than 10 minutes, or intermittently for 30 minutes from the corridors.

Should the noise continue, the Resident (not the Association) may contact HPD or the humane society and file a formal noise complaint at their discretion.

**Enforcement:**

The Resident making the complaint should provide evidence of the violation. It may be necessary to retain a noise consultant to measure the decibel levels and provide objective information to the Board for consideration. Otherwise, the Board may refer these Residents to the Mediation Center of the Pacific and ask that they discuss the issue before a mediator.

The Association can not contact HPD on behalf of a Resident. The responsibility of the Association is to issue violation notifications as appropriate for incidents which an Ambassador personally witnesses or for incidents which there is evidence to support. These notifications may result in fines in accordance with the Violations, Citations, and Fine Assessments guide (Appendix A of the House Rules and Regulations).